Derek L. Dunlap

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UX Researcher

Summary

UI/UX Engineer skilled in HTML, CSS, JavaScript, and Figma, with a strong foundation in user research and service design principles. Delivers intuitive, responsive designs through agile development and strong collaboration. Experienced in front-end development, technical documentation, and troubleshooting, with a focus on clarity, process adherence, and user-centered solutions, aligning with customer needs.

Core Skills

- User Research & Testing: Interviews, screener surveys, affinity mapping, usability test planning & synthesis, **research methods**, **data analysis**

- Information Architecture: Card sorting, tree testing, sitemap creation, user flows

- Prototyping & Design: Low-, mid-, and high-fidelity wireframes in Figma; clickable prototypes

- Technical Foundation: HTML/CSS, JavaScript, PHP/MySQL, Python (automation & analysis)

- Soft Skills: Team collaboration, mentoring, problem-solving, clear communication, **exercises judgment**

Relevant Projects

UX Design Projects – General Assembly Sept 2025 - Jan 2026

StreetSmARTS – Team Collaboration

- Collaborated with peers to design a cohesive platform connecting property owners with mural artists, applying **service design** principles.

- Conducted user research, created personas, user flows, and sitemaps, utilizing **research methods** to understand **customer needs**.

- Ran usability tests with 3–5 users, synthesized findings, and iterated designs based on user feedback.

- Delivered a 15-minute presentation highlighting research insights, design decisions, and business alignment.

Steel Collectibles Website Redesign

- Redesigned a local e-commerce site to improve navigation and usability, focusing on **service design** and information architecture.

- Conducted usability testing with 4 participants, competitive analysis, and heuristic evaluation, applying **research methods**.

- Developed personas, site maps, and user flows; delivered mid-fidelity prototypes with accessibility considerations.

- Presented a 10-minute deck showcasing improved information architecture and usability outcomes.

To Do List Mobile App

- Conducted 5–10 user interviews, created affinity maps, and synthesized insights into a problem statement, demonstrating **data analysis** skills.

- Designed grayscale wireframes and a clickable low-fidelity prototype in Figma.

- Presented findings in a 5-minute presentation emphasizing storytelling and user empathy.

Work History

Industrial Engineering Specialist – UPS

- Directed two consecutive semesters of interns for the Forecasting & Planning Team during the continued development of the Interactive Operations Planner (IOP) application, applying **research problems** and **exercising judgment**.
- Forecasted the call and email volume for six different networks at the 4-, 8-, and 13-week forecast by leveraging historical data points and recent volume trends, resulting in a cost savings of approximately $5.4M.

Avionics QA Technician – US Marine Corps

- Performed 830+ maintenance hours on complex electronic subsystems by testing, analyzing, and troubleshooting various hardware components, resulting in the successful completion of 450+ maintenance tasks.
- Inspected the successful completion of 500+ hours on avionics electrical systems by visually validating the proper test procedures for intermediate-level maintenance, resulting in rapid turnaround times for mission-critical items supporting flight operations.

Education

- Bachelor of Applied Computing, University of Arizona (Expected May 2026)
- UX Bootcamp, General Assembly (Expected Jan 2026)
- Coding Bootcamp Graduate, DigitalCrafts (Oct 2021)
- Advanced coursework: Network Analysis (CYBV 326), Cybersecurity (CYBV 473)